

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

For Commission Use Only:

Case: 06-0382

ORIGINAL

Regarding a complaint by (Person making the complaint): GRACE ROMANELLI

Against (Utility name):

Peoples Energy Gas Light and Coke Company

As to (Reason for complaint)

the gas bill in the amount of \$600 originally
\$1000 for the gas meter that had NEVER been used

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

5420 Warren, Morton Grove, IL 60053

The service address that I am complaining about is

1275 W. Early St., Chicago IL 60660

My home telephone is

(847) 967 5018

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

(847) 212 1351

(Full name of utility company)

Peoples Energy Gas

(respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

code 280

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

① On September 15th 2005 I called Peoples Gas with a request to change the account to my name (this was the day of closing the purchase of the property) I had to read the meters. The property has two gas meters, which we disconnected right away while preparing for a rehab of the property. From then on I was receiving a bill for only one meter, with a monthly charge of \$10.24. In January we called Peoples Energy with a request to remove one meter, since the property was being converted into a single family dwelling. (I continued →)

Please clearly state what you want the Commission to do in this case:

Date: May 9, 2006
(Month, day, year)

Complainant's Signature Grace Remarelli

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

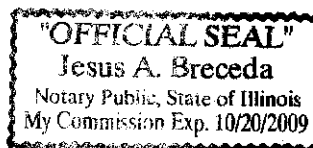
I, GRACE REMARELLI, first being duly sworn, say that I have read the above petition and know what it says.
The contents of this petition are true to the best of my knowledge.

(Signature) Grace Remarelli

MAY 09 2006

Subscribed and sworn/affirmed to before me on (month, day, year) _____

Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.

Complaint - continued

- ② The meter was removed and then I received a bill for \$1000.80. I called Peoples Gas with an explanation that the meter was never used since September 15th, 2005. I was told the meter has to be tested. When I called again in a week or so, I was told that the meter was tested and the amount I owed was correct. When I asked in the meter was read on September 15th, 2006, after my original phone call, I was told that the actual readings did not take place. I asked to speak to a supervisor or a manager but I was told that the manager checked the test of the meter and supported the company's claim to \$1000.80.

- ③ I contacted Illinois Commerce Commission on 3/3/2006 and, through the assistance of Jim Arnes, was able to negotiate the bill down to \$600. I spoke with Brian Schmollett who told me he cannot reduce the bill.

any more

I still felt that I am to
pay \$600 for not resup my gas
at this address.

Based on advice of the Illinois
Commerce Commission, formal complaint
would be the next step to take, which
is what I decided to do.